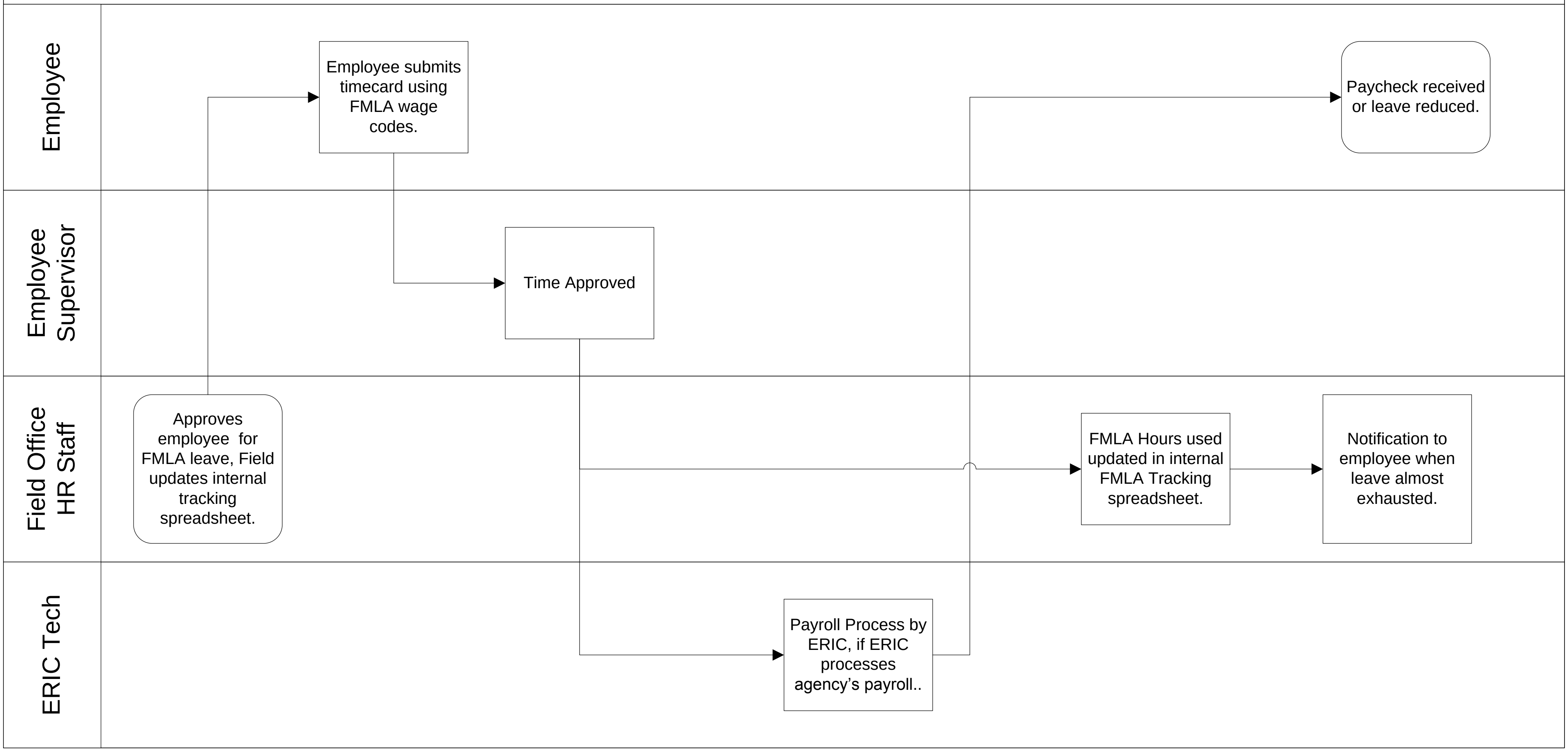
FMLA Payroll Notification Process To-Be Process Swim Lane



ERIC Process – FAMILY MEDICAL LEAVE ACT (FMLA) - PAYROLL

Last Updated: 03/31/2011

The purpose of this process map is to provide a consistent tool to map critical HR processes and sub-processes within the HR shared services center model.

PROCESS TITLE:	Family Medical Leave Act (FMLA) - Payroll
PROCESS DESCRIPTION:	ERIC processes Payroll for employees on FMLA at customer agency and submits LWOP Notification to URS/LWOP
Sub-Process: (If applicable)	Payroll, Payroll Error Corrections
CUSTOMER(S):	State Employees, Customer Agencies, Payroll
PROCESS TRIGGERS:	Employee submits and Supervisor approves a timecard that includes at least 10 days of absence away on FMLA leave.
POLICIES & PROCEDURES/RULES & REGULATIONS	DHRM Rule R477-7-15, DHRM FMLA Business Practices, DOL regulations

PROCESS REQUIREMENTS (what must be in place by the customer or Field Office for the transaction or service to be completed):

In order to submit LWOP Forms to URS/PEHP, ERIC needs:

1. **PEHP FORM:**

- Employee name, SSN
- Agency and Org and/or Lower Org
- Last Day worked
- Anticipated Return Date
- Type of Leave
- PEHP Coverage Information (what type of insurance coverage does the employee want to continue while on LWOP)
- Billing Information

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2. URS FORM • Employee name, SSN • Agency and Org and/or Lower Org, Agency URS Number • Employee Position, Wage • Type of Leave • Last Day worked • Employer Phone Number

COMPLETION of SERVICE/TRANSACTION:

The steps within each tier of ERIC are summarized in the table below.

TIER 0 – Self Service			
Tier 0 Trigger: Employee visits knowledgebase			
Steps to complete transaction	**Actions**	**Outputs**	**Notifications/Communications**
1. Employee/Agency Management/HR Staff finds information about LWOP process/requirements	• Employee/Agency Management/HR Staff visits Knowledgebase online	• Web traffic tracked	
ESCALATION Reasons • **Customers are unable to find FMLA-Payroll information they are seeking on the knowledgebase** • **Customers are unable to submit a request/or process the ASD**			

TIER 1 – Service Center Representative

TIER 1 Trigger: ERIC Payroll Team notices a full pay period of FMLA-related Leave Without Pay code (NA) on timesheets.

Steps to complete transaction	Actions	Outputs	Notifications/Communications
1. ERIC Tech initiates LWOP forms	• If yes, ERIC Tech opens case from EPAR • If no, ERIC Tech instructs requestor (HR Field Office) to submit EPAR	• Case opened	• Automated pending case notice to ERIC Tech
2. ERIC updates the FMLA tracking spreadsheet	• The ERIC Payroll lead updates the tracking spreadsheet and checks to see if the employee is close to time limits on FMLA	• Updated tracking spreadsheet	• If the employee is at or below 100 hours of FMLA remaining, ERIC sends notification to the HR Field Office
3. FMLA entry into SAP	• The ERIC Payroll Tech verifies: • that the employee recording FMLA hours has been approved for FMLA • that the employee has enough FMLA hours left to cover what he/she has recorded	• SAP correctly reflects FMLA hours	• If the employee either does not have enough FMLA hours remaining to cover what they have recorded OR they have not been approved for FMLA, ERIC notifies the HR Field Office and the Supervisor (or alternate approver) of the payroll record
4. Notification from Tech to Lead	• The ERIC Tech notifies the Payroll Lead to update the FMLA hours accordingly in the FMLA tracking spreadsheet	• Updated tracking spreadsheet	

ESCALATION Reasons

- **When employees challenges Tier 1 on FMLA coding**

TIER 2 – Subject Matter Expert: HR Field Office Liability Specialist, ERIC Leads or Supervisors,			
Tier 2 Trigger: Escalation from Tier 1			
Steps to complete transaction	**Actions**	**Outputs**	**Notifications/Communications**
1. The SME receives an escalated case from Tier 1 through the CRM and a personal contact – either via phone call, email, or IM.	• If the information given at Tier 1 is accurate, the SME reinforces the information as given • If the information at Tier 1 was inaccurate and/or incomplete, the SME clarifies and gives accurate information to the customer	• The SME gives accurate information to the customer, and clarifies or reinforces services from Tier 1	• No additional notification or communication at this step
2. The customer expresses either satisfaction or dissatisfaction with the answer given or service provided.	• If the customer is satisfied, the SME documents actions taken and information given in the CRM and closes the case • If the customer remains dissatisfied, the SME escalates the case to Tier 3	• SME closes case in CRM or escalates case to Tier 3 and adds Documentation in the CRM	• The SME notifies Tier 1 that the case has been resolved • If Tier 1 gave inaccurate information in the first place, the SME provides this feedback to Tier 1 and to ERIC Core Leadership to consider for training purposes • If escalated, SME notifies the Tier 3 contact
ESCALATION Reasons • **Customer is dissatisfied with the answer or service provided by the SME**			

TIER 3 – Program Owner (examples: DHRM Rules Coordinator, DHRM Director, etc.) (ERIC TEAM: Be specific to the process here)			
Tier 3 Trigger: Escalation from Tier 2			
Steps to complete transaction	**Actions**	**Outputs**	**Notifications/Communications**
1. The Program Owner receives an escalated case from Tier 2 through the CRM and / or a personal contact – either via phone call, email, or IM	• If the information given at Tier 2 is accurate, the Program Owner reinforces the information as given • If the information at Tier 1 was inaccurate and/or incomplete, the SME clarifies and gives accurate and complete information to the customer	• The Program Owner gives accurate information to the customer, and clarifies or reinforces services from Tier 2	• No additional notification or communication at this step
2. The customer expresses either satisfaction or dissatisfaction with the answer given or service provided	• The Program Owner documents actions taken and information given in the CRM and closes the case	• Program Owner documents actions in CRM and closes case	• The SME notifies Tier 2 that the case has been resolved • If Tier 2 gave inaccurate information in the first place, the SME provides this feedback to Tier 2 and to ERIC Core Leadership to consider for training purposes • If necessary, Tier 2 also notifies Tier 1 of case resolution and case closure
ESCALATION Reasons •			

Outstanding Issues/Concerns/Parking Lot documented from As-Is Process Meeting:

Issues/Concerns/Parking Lot from As-Is Process Meetings:

Define roles: Who will be tracking hours? And who notifies Liability specialist to notify employee?

Not at all hours are being tracked.

Who is entering timecards for employees on FMLA? Technicians? Employees through ESS? Paper Timecards.

Some agencies enter time, some make employees do it.

- Plan ahead.
- Policy decision?
- They need to designate what/how much leave to use.

Corrected timecard subprocess: if employees record/enter incorrect codes, they need to enter correct codes.

What about when an employee returns to work subprocess.

-Who should the employee notify? Who should liability specialist notify and in what form?

If an employee qualifies for FMLA, all leave time associated for that event needs to be coded as FMLA leave time (per rule).

When employee is close to exhausting FMLA eligible leave, payroll notifies Liability specialist to contact employee.

Liability Specialist/Analyst/Payroll tracks FMLA hours, but this differs across agencies.

SAP Payroll can automatically identify when FMLA hours are exhausted, but not early notifications when employees are getting close.

Opportunities:

- Standardization of time entry for employees on FMLA. Authorization notice/form giving DHRM employees authority to enter time in their behalf.

Notes/Comments from To-Be Process Meetings:

Eligibility and approval for FMLA is handled at the HR Field Office. However, ERIC staff may field general questions regarding FMLA and may direct state employees to the knowledge base to assist them in answering their questions.

There may be other reasons for employees calling ERIC on FMLA. For example, if an employee is taking 12 weeks of unpaid leave and they don't want the 401(k) contributions going into their account during that time, they will contact ERIC to take care of that. ERIC would notify URS and then URS would coordinate with non-HR-payroll finance employees.

ERIC Core Leadership Team also discussed the idea of not verifying FMLA hours for Payroll at ERIC, but let Supervisors verify correct hours and let Field Office Staff tracks hour "used" (up to 480 hours) out in the field.

ERIC will need some information from Field Office HR staff's internal FMLA tracking sheet to fill out PEHP.URS Leave forms: anticipated return date. Is a return date necessary? If so, why? Should ERIC be updated on agencies' FMLA tracking sheet or not. Workgroup recommendation was let field fill out LWOP forms.

Who is sending PEHP/URS Leave forms?

Who will track FMLA hours?

Who is Lella (PEHP) going to contact at field/ERIC?

Do we add payroll fixes to EPAR form? Do we have an email dedicated to payroll fixes?

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If the field is going to track FMLA hours, they will need SAP Payroll Training .

Will Field Office Techs track FMLA hours?

Will ERIC send out Weekly Email Reports on who is one FMLA to the Field for management who want the information?

Do Field Office Techs process the Leave Bank request? Is this a separate process?

How will ERIC escalate issues back out to HR Field Offices?